

Companion Manager Installation and Operations Guide

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Getting started

Companion Manager is a PC-based, Windows® application that allows you to locally or remotely access your Meridian Companion or Companion 200 (software release DR2 or greater) system for programming, maintenance and other support functions. You can use Companion Manager instead of, or along with, an Administration Terminal; however, you can only use one of Companion Manager or the Administration Terminal at a time to access a system.

Companion Manager works with the PCI, CT2 and CT2Plus systems.

This guide assumes that you are familiar with the information described in your installation and maintenance guide. For detailed descriptions of your Companion system, refer to your installation and maintenance guide.

About Companion Manager

Companion Manager is for Companion customers and distributors. Customers use Companion Manager on a dedicated, on-site PC with local or remote access to a Companion system. Distributors with Companion Manager can create and maintain a database of Companion customers on a PC that has remote access to the customers' systems. Customers with more than one Companion system can manage their systems the same way as a distributor.

With Companion Manager you can

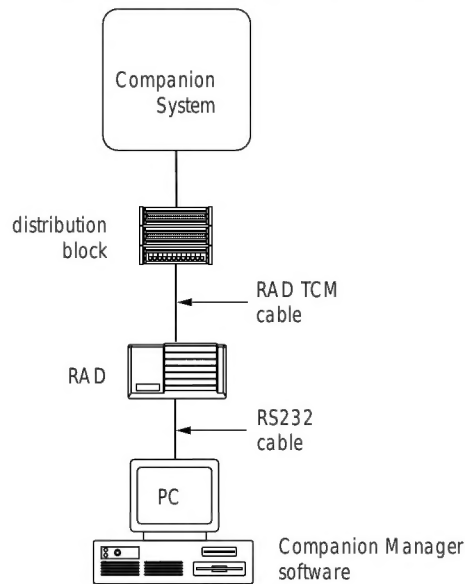
- access all system functions, either locally or remotely, that would otherwise be performed locally using an administration terminal, such as
 - programming system and mobility parameters
 - controlling portable registration
 - changing system passwords

- performing system and component level maintenance
- programming the remote access device (RAD)
- viewing and maintaining logs
- entering software codes (PCI systems only)
- perform the following tasks that are not possible using an administration terminal
 - backup and restore all program data
 - generate configuration and maintenance reports
 - manage a database for multiple customers, sites and systems

Local connection

Figure 1 shows local access to a Companion system. The PC running Companion Manager connects directly to the RAD that is connected to the Companion system.

Figure 1: Local Companion Manager connection



Remote connection

Figure 2 shows remote access to a Companion system using the internal RAD modem.

Figure 2: Remote Companion Manager internal modem connection

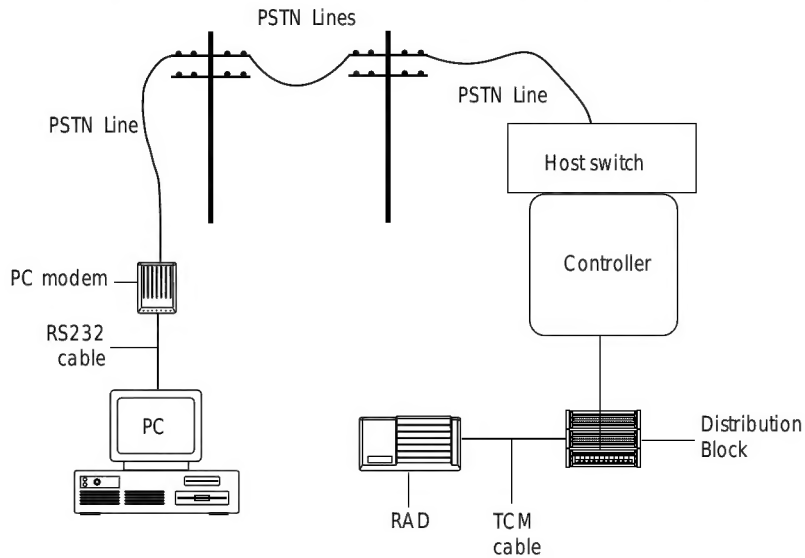
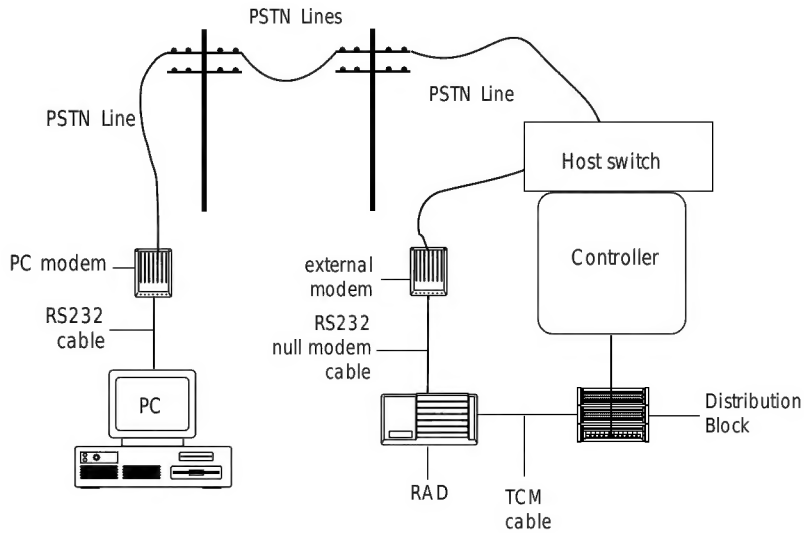


Figure 3 shows remote access to a Companion system using an external modem. The PC running Companion Manager (locally) connects through a modem onto the public switched telephone network (PSTN), then through a modem and the RAD that is connected to the Companion system at the remote site

Figure 3: Remote Companion Manager external modem connection



Setting up for Companion Manager

PC requirements

Companion Manager has the following *minimum* hardware and software requirements:

- PC must be IBM compatible, with a 386 processor and 8 MB RAM
- 3 MB drive space for software installation
- 0.8 MB drive space for each system dataset
- Windows® 3.1 or Win 95®
- CONFIG.SYS file must include `c:\windows\himem.sys`
- Smart drive should be installed for improved performance (optional)

Connecting the RAD

Note: Connect the RAD first if you are using Companion Manager to program your system.

The RAD must be connected to one of the first five TCM ports on the Companion Controller. If you are using Companion Manager and an Administration Terminal, the Administration Terminal must be connected to the first port.

On-site PC connection

Connect the 25-pin serial port on the RAD to the communications port on the PC (see Figure 1 on page 2).

Off-site PC connection

See Figure 2 for the recommended remote access connection.

Refer to *Companion Remote Access Device Installation Guide* for more information about the RAD.

Installing Companion Manager from Windows 3.1[®]

1. Insert the first Companion Manager disk into the disk drive.
2. From the File menu, select Run.
3. Type a:\setup and click OK.

Note: If your disk drive is not drive A, substitute the appropriate drive letter in the setup command.

4. Click Continue to start the installation.
5. Click Continue to confirm the pathname of the directory. The default directory is C:\WCMPNMAN.

If you want to change the directory, enter the pathname of the directory where you want to install Companion Manager in the Path box, then click Continue.

6. At the prompt, insert the second installation disk.
7. Click OK.

When the installation is completed, the Setup Succeeded dialog box appears.

8. Click OK. The Companion Manager application icon appears in the Companion Manager group on your display.
9. Remove the installation disk.

Installing Companion Manager from Windows 95®

1. Insert Disk 1 into the disk drive.
2. From the Start menu, select Run.
3. Type a:\setup and click OK.

The Companion Manager setup dialog box opens.

Note: If your disk drive is not drive A, type the drive letter in the setup dialog box.

4. Click Continue to start the installation.

The default pathname, C:\WCMPNMAN, appears in the dialog box.

5. Click Continue.

6. At the prompt, insert Disk 2 and click OK.

When the installation is complete, the Setup Succeeded! dialog box appears.

7. Click OK.

The Companion Manager application icon appears in the Programs window. You can drag the Companion Manager icon to your desktop.

8. Remove Disk 2 from the drive.

Launching Companion Manager

From Windows 3.1

1. Open the program group where you installed Companion Manager.
2. Double-click the Companion Manager icon.

From Win 95

From the Start menu, select Programs, then select Companion Manager, or
If you dragged the icon onto your desktop, double-click the Companion Manager icon.

Accessing Companion Manager

There are two types of passwords that allow you to access the Companion Manager, a user password and an administrator password. Both types of passwords allow you access to all windows within the Companion Manager application with the exception of Password Administration.

Administrators can select Sys Admin to access Passwords Administration in order to change Companion Manager passwords.

Logging in

1. Enter your name in the User ID box.
2. Enter a user password or an administrator password in the Password box.

The default user password is *password*. The default administrator password is *adminpassword*.

3. Click Login to access the Customer Directory window, which is the entry point to the application.

Changing user and administrator passwords

Note: Only administrators can change passwords within Companion Manager.

1. Enter your name in the User ID box.
2. Enter the administrator password in the Password box.
The default administrator password is *adminpassword*.
3. Click Sys Admin to access the Passwords Administration window.
4. Type a new password in the General User box and in the Retype General User box to change the user password.
5. Type a new password in the Administrator box and in the Retype Administrator box to change the administrator password.
6. Click Save. The Login window appears.

Working with Companion Manager windows

You can use the mouse or keyboard to move around the windows. The key commands are described in the Help window.

The Next and Back action buttons on a window enable you to move between related submenu windows. The submenu windows appear in the same order as in the pull-down menu.

Click Save for changes to the information in a window to take effect. Click Cancel at any time to exit a window without committing changes to the database.

Note: Unless explicitly noted, changes do not take effect until you click Save.

Exceptions from standard Windows® practices

Selecting fields and rows

Position the mouse cursor over the desired field or row. Click on the left mouse button to select the field or row.

Note: You can also use Tab to move from field to field on the window or use the up and down arrows to move from row to row.

Select multiple fields or rows by holding Ctrl while clicking on each additional field or row. Deselect fields or rows by holding Ctrl and clicking on the field or row again.

You must select an item from a list box to access some menu items. Other options are available by double-clicking.

Double-clicking

Double-clicking in certain fields opens a choice of possible options or a dial up box.

Entering a hard return

In a box that has more than one line in the window, lines of text wrap as you type. To enter a hard return anywhere on a line, press Ctrl+Enter.

Using Companion Manager

Companion Manager functions in either an off-line or an on-line mode. When off-line, you can manage your customer databases using the Customer Directory window. When off-line, you are working on your PC. When on-line you can perform maintenance on systems, one system at a time, using the System Overview window. When on-line, you are connected to a system.

On-line	Off-line
You are connected to a customer system.	You are not connected to a customer system, but can manage customer information using the Customer Directory window.
You can access the System Overview window to perform maintenance on customer systems.	You are working on your PC.
You can generate new reports of customer system information to a file or to a printer.	You can view, edit and print previously generated reports of customer system information.
	You can schedule or immediately submit backups, restores, and system checkups of customer systems.

Customer Directory window

You access database management functions from the Customer Directory window, as shown in Figure 4 on page 12, which lists all Companion systems in the database alphabetically by customer name. This window is the 'home screen' for the off-line mode.

Note: The Customer Directory is empty when you first install Companion Manager.

Every customer system that Companion Manager administers has a dataset in Companion Manager. You can add, update or delete a customer system off-line, using the Customer Directory. The Customer Directory can hold 2,500 customers.

Customer Database Path shows the directory where the Companion Manager database is stored. Customer Name, Location and System ID show information about the customer's system. Backup shows the date and time that the customer's system was last backed up. The Refresh button is used in multi-user LAN scenarios see "LAN functionality" on page 83.

Figure 4: Customer Directory window

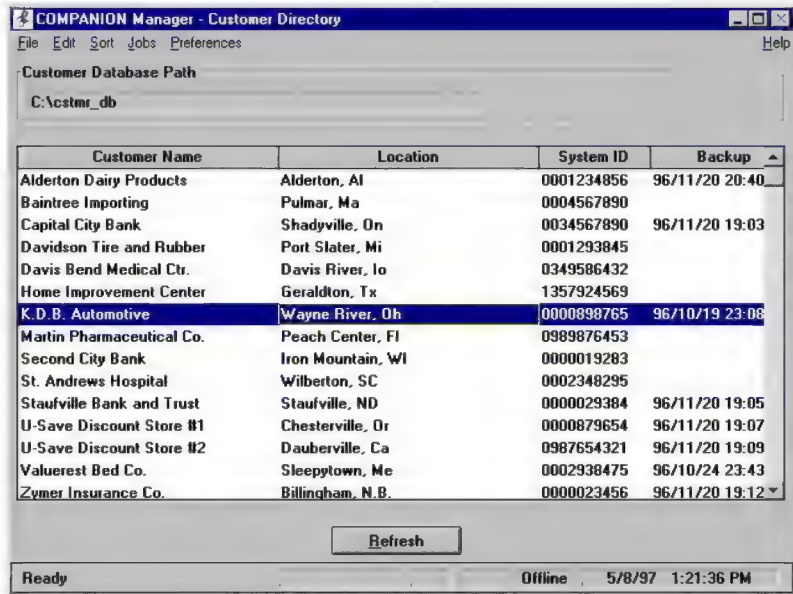


Table 1: Customer Directory menus

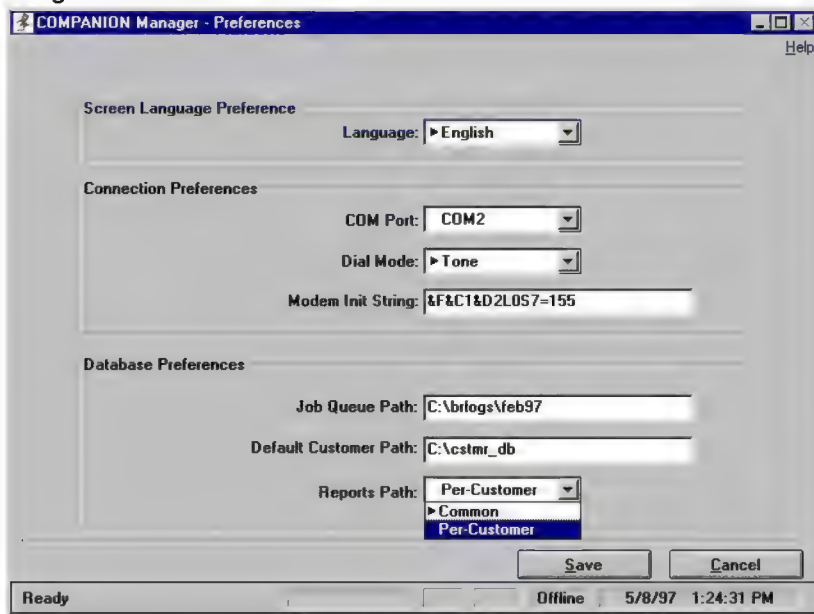
Menu	Item	Used to...
File	Start On-line Session	make a connection to the selected system in the Customer Directory
	Quick Connect	make a connection to a system not defined in the Customer Directory
	Copy System(s)	copy the selected systems from this directory to another in your database
	Delete System(s)	remove the selected customers from the database
	View Report(s)	view reports for the selected customer system
	Delete Report(s)	delete reports for the selected customer system
	Change Customer Path	change to a different customer database
	Quit	exit Customer Directory and Companion Manager
Edit	Edit System Details	change customer information for the selected system
	Edit Connection Details	change the connection information for the selected system
	Add New System	add a new system to your database
Sort	By Customer Name	order the systems in the Customer Directory window alphabetically by Customer Name
	By System ID	order the systems in the Customer Directory window numerically by System ID
Jobs	Queue	check the status of, start or stop, and change backup, restore and system checkup jobs
	Run/Submit	define a restore, backup or system checkup job to be scheduled or run immediately
	Undo Last Backup	replace the most recent backup with the archived backup Note: The system maintains two copies of the backup, the current and the archived.

Menu	Item	Used to...
Preferences		these are common parameters for all connections used by the PC For example, the screen language, connection preferences and default database paths are preferences that can be changed.

Setting preferences

Preferences are common parameters for all connections and are used by the PC.

Figure 5: Preferences window



1. From the Customer Directory window, select Preferences.
2. Change or enter information as necessary.
 - COM port can be COM1, COM2, COM3 or COM4. The default is COM1. This is the port where the modem, internal or external, is connected.

- Dial Mode is Pulse or Tone. The default is Tone. Some older switches with analog lines may not accept Tone as a Dial Mode.
- Modem Init String is a string of Hayes compatible commands that initialize the modem connected to the PC. The default value is shown in Figure 6 on page 16.
- Job Queue Path is the default pathname for the Job Queue database. The default value in this field is the pathname used to install Companion Manager.

Changing the Job Queue Path allows you to specify the default directory where you store the log of your backups. See “Managing the job queue” on page 80 for more information.

- Default Customer Path is the default pathname for the customer system information. The default value in this field is the pathname used to install Companion Manager. To change the path, see “Changing the database path” on page 72.
- Reports Path allows you to choose between storing customer reports in Per-Customer folders or in one Common reports folder.

Note: COM Port, Modem Init String and Dial Mode are used by Companion Manager when a connection is made to any Companion system.

3. Click Save to save the changes and return to the Customer Directory window.

Connecting to a Companion system

Use “Connecting to a system defined in the Customer Directory” on page 17 once you have entered customer connection details into your database, otherwise use “Connecting to a system that is not defined in the Customer Directory”.

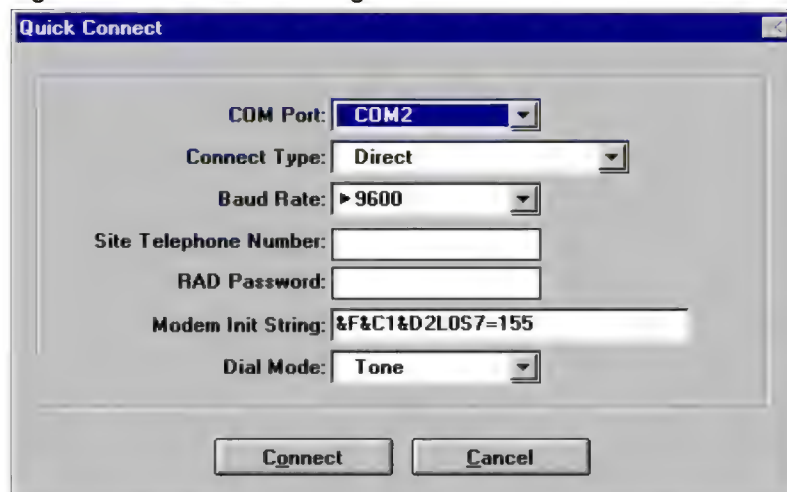
Connecting to a system that is not defined in the Customer Directory

1. From the Customer Directory window File menu, select Quick Connect.

Note: Connection details are not saved when you use Quick Connect.

2. The Quick Connect dialog box appears as follows:

Figure 6: Quick Connect dialog box



The screenshot shows a 'Quick Connect' dialog box with the following fields and values:

- COM Port: COM2 (dropdown)
- Connect Type: Direct (dropdown)
- Baud Rate: 9600 (dropdown)
- Site Telephone Number: (empty text box)
- RAD Password: (empty text box)
- Modem Init String: &F&C1&D2L0S7=155 (text box)
- Dial Mode: Tone (dropdown)

Buttons at the bottom: Connect, Cancel.

The default for Connect type is Direct. Options are Remote, Direct and Operator Assisted. Remote means that modems are connected. Direct means that the PC COM port is connected directly to the RAD. Operator assisted means that modems are involved, but that you must call an operator to transfer you to the RAD at the far end.

Note 1: You must specify the site telephone number for remote connections.

Note 2: There is no default Remote Access Device (RAD) password provided in the Quick Connect dialog box for new systems. Enter your RAD password.

If the RAD already has a password and you do not know what it is, you can find out the password using the Administration Terminal (refer to your installation and maintenance guide).

3. Click Connect. The Connection Status dialog box appears so you can monitor the progress of the connection.

Once connected, for new installations of all CT2 systems and for Meridian Companion CT2Plus systems, the Country Selection window appears. All other systems go directly to the System Overview window.

Selecting a country

The first time you install all CT2 systems and Meridian Companion CT2Plus systems, the Country Selection window appears. If the Country Selection window does not appear, you need to perform a cold reset.

The Country Selection window includes a list of countries supported by the Companion systems. When you select a country the operational parameters are set to the defaults for that country and the system resets (the connection is dropped). The Customer Directory window appears. Wait approximately 2 minutes for the cold reset to complete, then reconnect to the system.

Refer to your installation and maintenance guide, or system notes for more information about selecting a country and country specific defaults for your system.

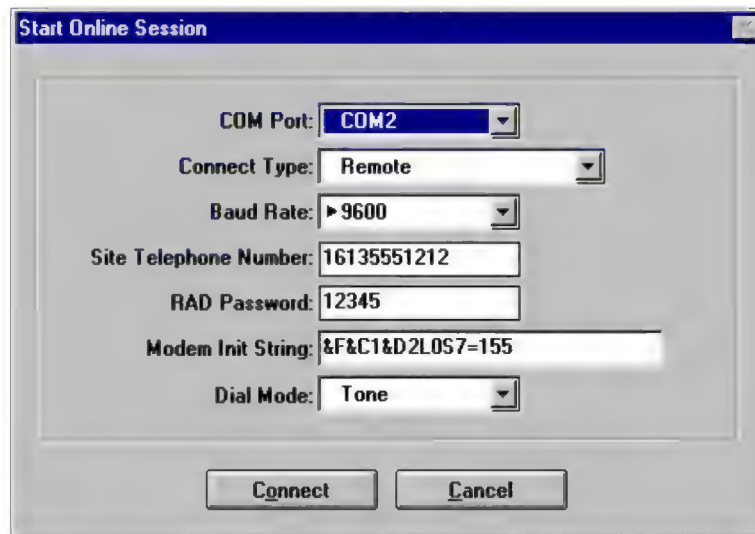
Connecting to a system defined in the Customer Directory

Use this procedure when the customer already exists in the Customer Directory. See “Managing customer systems” on page 72 for information about adding a customer to the Customer Directory.

1. Select the system from the Customer Directory window.
2. From the File menu, select Start On-line Session, or double-click on the system.

The Start Online session dialogue box appears as shown in Figure 7 on page 18.

Figure 7: Start Online Session dialog box



The image shows a Windows-style dialog box titled "Start Online Session". It contains several configuration fields: "COM Port" is a dropdown menu set to "COM2"; "Connect Type" is a dropdown menu set to "Remote"; "Baud Rate" is a dropdown menu set to "9600"; "Site Telephone Number" is a text field containing "16135551212"; "RAD Password" is a text field containing "12345"; "Modem Init String" is a text field containing "&F&C1&D2L0S7=155"; and "Dial Mode" is a dropdown menu set to "Tone". At the bottom of the dialog are two buttons: "Connect" and "Cancel".

3. Review the information on the screen and change it if necessary.

Note: Information changed on this screen is not saved to the Customer Directory. It is valid for this session only.

4. Click Connect in the Connect dialog box.

The Connection Status dialog box shows the modem status.

The System Overview window appears.

System Overview window

This is the home screen for the on-line mode. All on-line operations are initiated from and return to the System Overview window. You can return to the Customer Directory only from the System Overview window. The information in the System Overview window is updated every 20 seconds.

The current System Status is shown at the top of the window. Refer to your installation and maintenance guide for more information. The location and type of card, the current status of access lines and TCMs, and the number of active access lines and TCMs is shown in the main window. The total number of active access lines and TCMs is shown below the main window.

The System type, as well as customer information from the Customer Directory, is shown in the lower left of the window. Any current alarm is shown in the lower right of the window. You can clear the alarm by clicking Clear.

A Meridian Companion System Overview window is shown in Figure 8 on page 20 and a Companion 200 System Overview window is shown in Figure 9 on page 23.

Note 1: Portables are registered to a wireless terminal number (WTN) on a Meridian Companion system or to a wireless access line (WAL) on a Companion 200 system. In this document, the term “access line” refers to both WTN and WAL.

Note 2: Meridian Companion systems are configured with cards while Companion 200 systems are configured with modules. In this document, the term “card” refers to both cards and modules.

Figure 8: Meridian Companion System Overview window

COMPANION - Meridian System Overview

File Program Maintenance Reports Help

System Status: Idle

Cards

Slot	Type	WTN Status	Active WTNs	TCM Status	Active TCMs
02	CMCC	Idle	0	Idle	0
03	CMRC	Idle	0	Idle	0
04	CMLC	Idle	0		
05	CMLC	Idle	0		
06	CMLC	Idle	0		
07	CMRC	Idle	0	Idle	0

Total Active WTNs: 0 Total Active TCMs: 0

Customer Information

System: Meridian 1

Customer Name: K.D.B. Automotive

System Location: Wayne River, Oh

System ID: 0000698765

Current Alarm

Description: ReEval required

Parameters: 20

Date & Time: 1996/01/01 01:50 Clear

Ready 11/20/96 9:49:52 PM

Table 2: Meridian Companion System Overview menus

Menu	Item	Sub item	Used to...
File	Show Card		view card information, and perform card and TCM maintenance
	Exit System		disconnect from the system and return to the Customer Directory
Program	System Parameters	Date & Time	view or set the date and time of the system
		Admin Set Data	view or set administration terminal passwords and languages (if applicable)
		Telephony Data	view or set system to host switch parameters
	Mobility	Mobility Setup	view and change the system LID and radio antenna information view the UTAM status and number of Radio Credits Remaining for PCI systems
		Cells	view cell membership and neighbor information
	Portables	Portable Registration	enable or disable portable registration, deregister portables, change the registration password and view the registration status of access lines view the number of total portables registered and Portable Credits Remaining for PCI systems
		Service Options	enter a call transfer on radio loss destination number (all systems)
	Software Codes		enter and view software codes on PCI systems
	RAD		set RAD variables

Table 2: Meridian Companion System Overview menus

Menu	Item	Sub item	Used to...
Maintenance	System Info		view system identification information
	System Action		initiate system maintenance actions
	Card Info		view identification information of a selected card
	Card Action		initiate maintenance on a selected card
	Event Log		view and maintain the log of system event messages and alarm codes
	Admin Log		view and maintain the log of administrative activities (such as invalid password attempts)
Reports	Generate Report		generate reports of customer and system information
	View Report(s)		view existing reports of customer and system information

Figure 9: Companion 200 System Overview window

COMPANION - C200 System Overview

File Program Maintenance Reports Help

System Status: **Busy**

Modules

No	Type	WAL Status	Active WAL	TCM Status	Active TCM
01	On-core TCM			Idle	0
02	On-core WAL	Busy	1		
03	Expansion TCM			Idle	0
04	Expansion TCM			Idle	0
05	Expansion TCM			Idle	0
06	Expansion TCM			Idle	0
07	Expansion WAL	Idle	0		
08	Expansion WAL	Idle	0		
09	Expansion WAL	Idle	0		
10	Expansion WAL	Idle	0		
11	Expansion WAL	Idle	0		
12	Expansion WAL	Idle	0		
13	Expansion WAL	Idle	0		

Total Active WALs: **1** Total Active TCMs: **0**

Customer Information Current Alarm

System: C200A Description: Device disconnected/failed

Customer Name: Alderton Dairy Products Parameters: 56 0308

System Location: Alderton, AI Date & Time: 1996/11/19 13:22

System ID: 0001234856

Ready 11/20/96 7:43:28 PM

Table 3: Companion 200 System Overview menus

Menu	Item	Sub item	Used to...
File	Show Module		view module information, and perform module and TCM maintenance
	Exit System		disconnect from the system and return to the Customer Directory
Program	System Parameters	Date & Time	view or set the date and time of the system
		Admin Set Data	view or set administration terminal passwords and languages (if applicable)
		Telephony Data	view or set system to host switch parameters
	Mobility	Mobility Setup	view and change the system LID and radio antenna information view the UTAM status and number of Radio Credits Remaining for PCI systems
		Cells	view cell membership and neighbor information
	Portables	Portable Registration	enable or disable portable registration, deregister portables, change the registration password and view the registration status of access lines view the number of total portables registered and Portable Credits Remaining for PCI systems
		Service Options	enter a call transfer on radio loss destination number (all systems) and calling line ID details (CT2Plus and PCI systems only)
	Software Codes		enter and view software codes on PCI systems
	RAD		set RAD variables

Table 3: Companion 200 System Overview menus

Menu	Item	Sub item	Used to...
Maintenance	System Info		view system identification information
	System Action		initiate system maintenance actions
	Module Info		view identification information of a selected module
	Module Action		initiate maintenance on a selected modules
	Event Log		view and maintain the log of system event messages and alarm codes
	Admin Log		view and maintain the log of administrative activities (such as invalid password attempts)
Reports	Generate Report		generate reports of customer and system information
	View Report(s)		view existing reports of customer and system information

On-line operations

When you are connected to a system you are in on-line mode. Being in on-line mode allows you to do the following system management functions:

- perform system maintenance by viewing or changing the system status
- monitor event and alarm messages
- disable and enable a whole system or individual cards, modules or devices
- program system parameters, such as date and time
- program mobility data, such as assigning external antennas to Base Stations
- program software codes (PCI systems only)
- enable portable registration
- program portable service options
- program the RAD
- generate system configuration and maintenance reports

Performing system maintenance

From the Maintenance menu, you have access to the System Info window and the System Action window.

System Info shows you the following information about the selected customer system:

- Product Type
- Design Release
- Software Version
- SSN
- Country

System Action allows you to change the system status by selecting the following actions:

- Enable to restart a disabled system
- Disable at Once to immediately disable the system
- Disable on Idle to disable the system as soon as all cards are idle

Note: If Companion Manager is connected using the internal RAD modem, the first WTN port on the CMCC or the first WAL port on the Core WAL is not disabled. This port is used for the internal connection.

- Warm Reset to immediately restart the system

Note: A dialog box appears to warn you that all calls will be dropped.

- Cold Reset to immediately cold start the system

Note: A dialog box appears to warn you that all programming will be erased.

- Reevaluate to reassign radios to cells because of a change in Base Station configuration (unless the system is a Meridian Companion CT2, with software release DR2). See “Reevaluating radio assignments” on page 29.

Reevaluating radio assignments

Note: Meridian Companion CT2 systems, with software release DR2 do not support the ReEvaluation feature. You need to manually assign Base Stations to cells, see “Assigning radios to cells on a system” on page 42.

If you add or move a Base Station, or if you change the antenna setting, you need to perform a system reevaluation. If you re-enable a Base Station in an previously occupied port, Companion Manager returns a ReEval recommended message.

Reevaluation needs to be triggered manually

- when you start up a new system
- when a Base Station is physically relocated
- when a new Base Station is added to the system
- when the antenna setting for a radio is changed

ReEvaluation can take as long as 30 minutes, depending on the number of Base Stations. Do not resume system programming until reevaluation is complete.

WARNING!

All Calls are dropped when you start a System ReEvaluation.

Reevaluating the system

1. From the Maintenance menu, select System Action.
2. Click ReEvaluate. The ReEvaluate dialog box appears. The Status fields show whether a reevaluation is required or scheduled for the system.
3. Click Run Now to reevaluate radio assignments for the system. (To schedule the reevaluation at a later time, specify when you want the reevaluation to run in the Date & Time box and click Schedule.)
4. Click Cancel to exit the System Action dialog box.

ReEvaluation status messages appear in the current alarm box on the System Overview window. For most DR3 systems, the Description field shows Radios left:, and the Parameters field shows 25 nnn, where nnn represents the number of radios to be activated. The operation is completed when the ReEval Complete message appears.

Note: When a ReEvaluation is scheduled, it is scheduled according to the Companion system time, not the time set on Companion Manager.

It is important to verify the Date & Time field on the Reevaluate window to make sure that either the Companion system is set to the same time as Companion Manager, or that you correct any error by resetting the time and date on the Time and Date window in the Programming menu, or that you account for differences so that the Reevaluation is really scheduled for the time you want.

Performing Card/Module maintenance

From the Maintenance menu, you have access to the Card Info window and the Card Action window.

Note 1: Portables are registered to a wireless terminal number (WTN) on a Meridian Companion system or to a wireless access line (WAL) on a Companion 200 system. In this document, the term “access line” refers to both WTN and WAL.

Note 2: Meridian Companion systems are configured with cards while Companion 200 systems are configured with modules. In this document, the term “card” refers to both cards and modules.

Card Info shows you information about the selected card, including the status of a card.

Card Action allows you to change the card status by selecting the following actions:

- Enable to restart a disabled card
- Disable at Once to disable the card (unconditionally)
- Disable on Idle to disable the card as soon as its devices and portables are idle

Note: If Companion Manager is connected using the internal RAD modem, the first WTN port on the CMCC or the first WAL port on the Core WAL is not disabled. This port is used for the internal connection..

Monitoring event and alarm messages

Companion Manager allows you to monitor alarms and other events, such as administrative activities. Whenever you are logged in to the system and working with an overview window, you can see information about the current alarm (if any) in the bottom right-hand corner of the window.

The Event and Administration logs, which include a history of alarms and events, allow you to

- check the alarms and events that have occurred
- check the severity of alarms and events (on a scale from 1 to 9, where 9 is the most critical)
- check the time and date of alarms and events
- check a current alarm
- check the number of consecutive occurrences of an event or an alarm
- erase the log

The Event log window does not automatically update as events are generated. You can press the Refresh button to see any event log updates.

The Administration log provides you with a list of administration activities, such as system initialization and invalid password attempts.

For a complete list of messages and information on handling alarms, refer to your installation and maintenance guide.

Note 1: You should periodically inspect and print the logs (from the Reports window).

Note 2: The system size and activity determines how often you need to clear the logs.

Card Overview window

You get a detailed view of card status and perform card maintenance functions from the Card Overview window. Select the desired card from the File menu and select Show Card or double click on the card.

The location and type of card is shown at the top of the window (see Figure 9 on page 33). The location, type and status of the access lines on the card are shown in the main window on the left. TCM information if applicable, is shown in the main window on the right.

The System type, as well as customer information from the Customer Directory, is shown in the lower left of the window (see Figure 10 on page 34). Any current alarm is shown in the lower right of the window.

Figure 9: Meridian Companion Card Overview window

COMPANION - Meridian Card Overview

File Maintenance Help

Slot: 07 Type: CMRC

WTNs			TCMs		
WTN	Type	Status	Port	Type	Status
0700	M1 2500	Maintenance	07001	Base Station	Maintenance
0701	M1 2500	Maintenance	07002	Base Station	Maintenance
0702	M1 2500	Maintenance	07011	Base Station	Maintenance
0703	M1 2500	Maintenance	07012	Base Station	Maintenance
0704	M1 2500	Maintenance	07021	Base Station	Maintenance
0705	M1 2500	Maintenance	07022	Base Station	Maintenance
0706	M1 2500	Maintenance	07031	Base Station	Maintenance
0707	M1 2500	Maintenance	07032	Base Station	Maintenance
0708	M1 2500	Maintenance	07041	Base Station	Maintenance
0709	M1 2500	Maintenance	07042	Base Station	Maintenance
0710	M1 2500	Maintenance	07051	Base Station	Maintenance
0711	M1 2500	Maintenance	07052	Base Station	Maintenance

Customer Information

System: Meridian 1
 Customer Name: K.D.B. Automotive
 System Location: Wayne River, Oh
 System ID: 0000898765

Current Alarm

Description: ReEval required
 Parameters: 20
 Date & Time: 1996/01/01 01:50

Ready 11/20/96 9:52:34 PM

Table 4: Meridian Companion Card Overview menus

Menu	Item	Used to...
File	Exit Card	return to the System Overview
Maintenance	Card Info	check the shelf location, type and firmware version of a selected card
	Card Action	initiate maintenance on a selected card
	TCM Info	check the port, type and firmware version of a selected TCM device
	TCM Action	initiate maintenance on a selected TCM device

Figure 10: Companion 200 Module Overview window

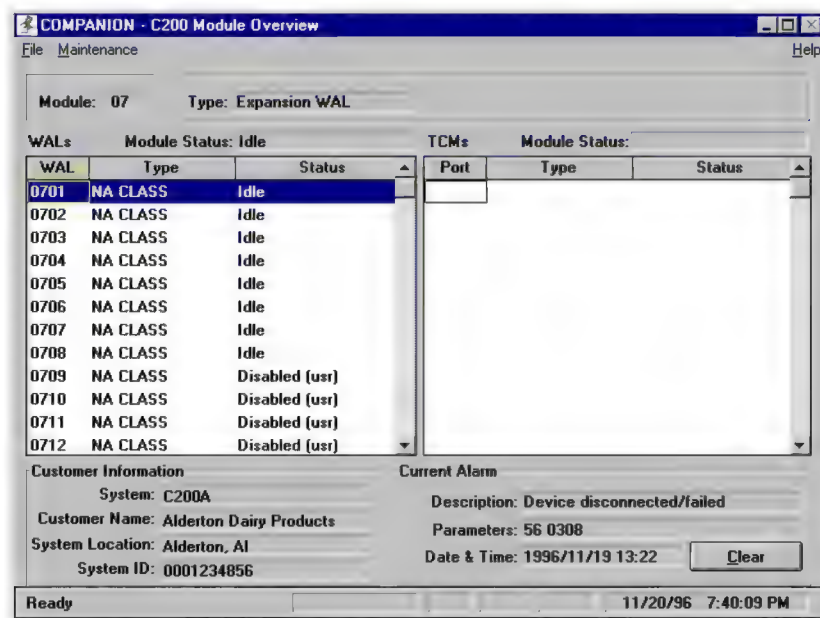


Table 5: Companion 200 Overview menus

Menu	Item	Used to...
File	Exit Card	return to the System Overview
Maintenance	Module Info	check the type and firmware version of a selected module
	Module Action	initiate maintenance on a selected module
	TCM Info	check the port, type and firmware version of a selected TCM device
	TCM Action	initiate maintenance on a selected TCM device

Note: The TCM menu items are disabled if a valid TCM device is not selected.

Programming system parameters

You can view or change system parameters using the Program menu

- Set the date and time of Companion Manager system. Accurate date and time is important for time stamping alarm and event logs.
- View or change the Config and Admin passwords used at the Administration Terminal by selecting Admin Set Data.
- View or change telecommunication parameters used by the Companion system by selecting Telephony Data.

A Meridian Telephony Data window is shown in Figure 10. A C200 Telephony Data window is shown in Figure 10 on page 34.

Figure 6: Meridian Telephony Data window

The screenshot shows the 'COMPANION - Meridian Telephony Data' window. It features a title bar with a Help button. The main area is divided into several sections:

- DTMF Settings:** Dial Delay (1000 msec), Portable Side Tone (Enabled), DTMF Tone Burst (120 msec), DTMF Interdigit Time (80 msec), and DTMF Pause Time (1500 msec).
- PCM Mode:** A dropdown menu set to 'Mu law'.
- B03 Gain Values Table:**

Gain Pad	Value(dB x 10)
PBX-CPP	0
CPP-PBX	0
PBX-RAD	0
RAD-PBX	0
TONE-PBX	0
- Card Address Adjustment:** CMCC Slot (02) and Offset in effect (00) with increment/decrement buttons.
- Customer Information:** System (Meridian 1), Customer Name (K.D.B. Automotive), System Location (Wayne River, Oh), and System ID (0000898765).
- Navigation Buttons:** Back, Next, Save, and Cancel.
- Status Bar:** Shows 'Ready' and the date/time '11/20/96 9:59:55 PM'.

Note: The Telephony Data window displays different options depending on the system to which you are connected. There may be options disabled for some countries. For example, the DTMF settings are only displayed if the installer selected **Custom** during the country selection procedure.

- Dial delay (host switch delay) is a Configuration programming setting that specifies the delay between the time a WAL is selected for an outgoing call and the transmission of the dialled telephone number on that WAL. This delay ensures that dial tone is present before the dialled telephone number is transmitted.

Dial delay setting options are specified in the Technical Specification section of your system documentation. You must program the Dial delay according to the requirements of the host switch.

- Portable side tone is an optional that enables the side tone (you hear your own voice when using the portable) or disables the side tone (you cannot hear your own voice when using the portable). The default is country-specific and is set during system initialization.
- DTMF Tone Burst is the duration of tone for each digit. This option is only displayed if the installer selected **Custom** during the country selection procedure.
- DTMF Inter-digit Time is the time between sending tones for two digits and is only displayed if the installer selected **Custom** during the country selection procedure.
- DTMF Pause Time is the time required to send a pause character and is only displayed if the installer selected **Custom** during the country selection procedure.
- Pulse code modulation (PCM) defines how quantized analog voice signals are encoded for transmission. The PCM mode is set automatically to μ -law or A-law during initialization. The PCM mode is only displayed if the installer selected **Custom** during the country selection procedure.
- The Companion system has the following digital interconnections that establish various digital signal paths within the system
 - PBX (host switch) to CPP (cordless portable part)
 - CPP (cordless portable part) to PBX (host switch)
 - PBX (host switch) to RAD
 - RAD to PBX (host switch)

- TONE (DTMF signal generator) to PBX (host switch)

Product bulletins or other special circumstances may require the installer to change the gain values from the installation defaults. Default values vary from country to country.

- Card address adjustment refers to the CMCC slot which allows you to verify, and if necessary, adjust the card slot address reported by the Meridian Companion system. Certain system configurations may require you to adjust the address (value) by applying an offset value.

Values range from 00 to 30 and represent the system's current view of the M1 card slot address where the CMCC is located. To change the value click + or - as required and click Save.

Note: Changes to the card slot address require a warm reset before they take effect. These fields are disabled for DR2 systems.

Figure 11: C200 Telephony Data window

COMPANION - C200 Telephony Data

Recall Type: Earth Recall

Recall Time: 1200 msec

Dial Mode: Tone

Dial Delay: 3000 msec

2nd PBX Flash: NO

Alert Mode: Echo

Gain Pad: Short

803 Gain Values

Gain Pad	Value(dB x 10)
PBX-CPP	59
CPP-PBX	59
PBX-RAD	0
RAD-PBX	0
TONE-PBX	0

Customer Information

System: C200A

Customer Name: Davidson Tire and Rubber

System Location: Port Slater, Mi

System ID: 0001293845

Back Next

Save Cancel

Ready 11/20/96 8:49:03 PM

Note: The Telephony Data window displays different options depending on the system to which you are connected. There may be options disabled for some countries. For example, Recall Time cannot be changed for all customers. Recall Type and Recall Time do not appear for CT2Plus and PCI systems.

- Recall type is a Configuration setting that specifies the signalling method. Recall type setting options are specified in the Technical Specification section of your system documentation.
- Recall time is a Configuration programming setting that specifies the length of the break in the connection used by the host switch to activate features such as Call Transfer.

Recall time setting values are specified in the Technical Specification section of your system documentation. You must program the Recall time according to the requirements of the host switch.

- The Dial mode of a WAL can be either tone or pulse. Pulse is traditionally used by rotary-dial telephones. Tone, the default setting, is also known as dual-tone multi-frequency (DTMF). Dial mode must be programmed according to the requirements of the host switch (unless specified otherwise, this should be tone).

Note: If the Dial mode is set incorrectly, you may not be able to make telephone calls.

- Dial delay (host switch delay) is a Configuration programming setting that specifies the delay between the time a WAL is selected for an outgoing call and the transmission of the dialled telephone number on that WAL. This delay ensures that dial tone is present before the dialled telephone number is transmitted.

Dial delay setting options are specified in the Technical Specification section of your system documentation. You must program the Dial delay according to the requirements of the host switch.

- If your host switch requires a second link signal to complete a transfer, set 2nd PBX flash to 'Y'. This feature is applicable only for the Radio Loss Handling feature.
- There are two options for the alert mode setting: echo and preset. If the echo alert mode is programmed, the ringing cadence of the portable matches the ringing cadence of the host switch.

- Gain pad (loop length) sets the transmission loss and receiving gain between the host switch and the Controller. The gain pad needed for your system depends on the loop length of the WALs from the host switch to the Controller.
- The Companion system has the following digital interconnections that establish various digital signal paths within the system
 - PBX (host switch) to CPP (cordless portable part)
 - CPP (cordless portable part) to PBX (host switch)
 - PBX (host switch) to RAD
 - RAD to PBX (host switch)
 - TONE (DTMF signal generator) to PBX (host switch)

Product bulletins or other special circumstances may require the installer to change the gain values from the installation defaults. Default values vary from country to country.

Programming mobility data

You establish radio to cell assignments by programming mobility data. For sites with Meridian Companion CT2 systems, with software release DR2, follow the procedure described in “Manually assigning radios to cells” on page 41. All other sites should follow the procedure described in “Reevaluating radio assignments” on page 29.

You can sort the Mobility data window by radios or by cells. The sorting mode is retained from session to session, even if you switch to another customer system.

If you want to confirm the integrity of the programming, follow the procedure described in “Checking radio and cell assignments” on page 42.

Figure 12: Mobility Setup window

COMPANION - Mobility Setup

Edit Sgrr Help

System LID: **6D2D**

Total Cells Configured: **51**

Total Radios Configured: **144**

UTAM Status: **UTAM System Enabled**

Radio Credits Remaining **27** Of **170**

Radio Configuration		
Cells	Radio	Antenna Type
50	01282	Internal
37	01291	Internal
37	01292	Internal
38	01301	Internal
38	01302	Internal
39	01311	Internal
39	01312	Internal
	01321	Internal
	01322	Internal
06	03011	Internal
06	03012	Internal
06	03021	Internal
06	03022	Internal

Customer Information

System: **C200A**

Customer Name: **Alderton Dairy Products**

System Location: **Alderton, AI**

System ID: **0001234856**

Back Next

Save Cancel

Ready 11/20/96 7:47:07 PM

Note: The Mobility Data window displays different options depending on the system that you are connected to. Some options are disabled for some countries. For example, UTAM Status and Radio Credits remaining only appear for PCI systems.

System LID

Each Companion system has a randomly assigned Logical Identifier (LID), a four-character hexadecimal number that the system uses to identify itself to portables. The portables use the LID to request service from the system.

If there are multiple systems at the site and you want users to be able to move from system to system without changing slots on their portable telephones, all systems must be set to the same system LID.

There are only two reasons to modify the LID:

- The site has multiple systems and you want users to be able to move from system to system without changing slots on their portable telephones. All systems must be set to the same LID.

- To prevent interference between two systems that are located near each other and were accidentally assigned the same LID. (This situation could occur, for example, in an office building occupied by multiple organizations)

You can view or change the LID in the Mobility Setup window, as shown in Figure 12 on page 40. From the Program menu, select Mobility, then Mobility Setup.

Specifying external antennas

You must reset the antenna type in the Mobility Setup window when an external antenna is installed or removed.

Modifying antenna settings for a system

1. Select the radio whose antenna setting you want to modify in the Radio Configuration box.

Radios are identified by five-digit numbers. The first four digits indicate the TCM port to which the Base Station is connected. The fifth digit indicates the number of the radio on the Base Station, either 1 or 2.

2. Double-click on the Antenna Type field for that radio.
3. Select either External or Internal.
4. Click Save.

Note: On systems that support auto administration, you must run a System Reevaluation after changing the type of antenna (see “Reevaluating radio assignments” on page 29).

Manually assigning radios to cells

Note: Sites with Meridian Companion CT2 systems, with software release DR2, must manually assign radios to cells.

By default, a Companion system has no radios configured in any cell at system start-up. You need to assign radios to each cell to make the system operational.

During system installation, you assign radios to cells by entering the five-digit radio identifier in a list that associates each radio with a cell. A radio cannot be

assigned to more than one cell. Reassigning a radio to a new cell removes it from its former cell. Radios of the same Base Station must be in the same cell.

Assigning radios to cells on a system

1. Complete the radio assignment table in the your programming and provisioning record.
2. Connect to the system.
3. From the Program menu, select Mobility, then Mobility Setup.
4. Select up to eight radios from the Radio Configuration list box.
5. From the Edit menu, select Assign Radios.
6. Enter a valid, two-digit cell number in the Assign to Cell box.
7. Click Assign.

Note: If the cell number is invalid, a message box appears with a warning message. Click OK and enter a valid number in the Assign to Cell box.

Checking radio and cell assignments

Checking radio and cell assignments verifies the integrity of the programming and should occur immediately after the reevaluation or manual assignment of radios to cells.

Checking radio and cell assignments is a three-step process:

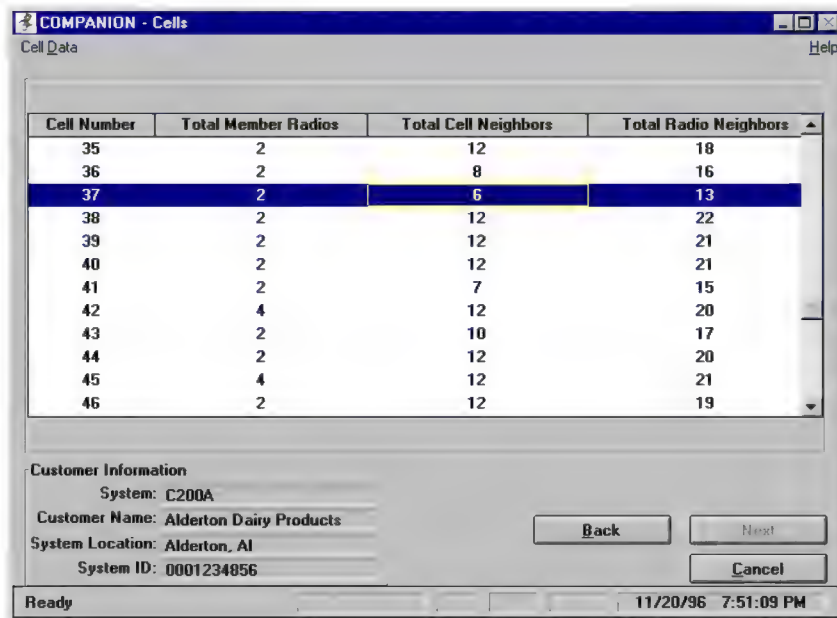
- Verify that all radios on the system are assigned to cells and are in the Active state. If any radio is not assigned to a cell, for example, is in Failed or Maint state, check the Event log to see if any Base Stations are defective. Replace the defective Base Stations and repeat the reevaluation or manual assignment.
- Ensure that Base Stations have been installed in cells as indicated in the site plan. Add cell numbers and Base Station port addresses to the site plan. If there are inconsistencies, check the wiring to ensure that Base Stations are wired to the correct port.
- Verify the cell neighbor relationships by using the Cell details window.

Viewing cell details

1. Connect to the system.
2. From the Program menu, select Mobility, then Cells.

The Cell window appears. Each cell is listed with the total number of radios assigned to the cell, the total number of cell neighbors for that cell and the total number of radio neighbors for that cell.

Figure 13: Cell window



3. In the Cells window, highlight the cell you wish to view, and select Cell Data from the menu bar.

The Cell data window appears. The cell number is displayed along with the cell member radios, cell neighbors and radio neighbors for that cell.

You can scroll to the next or previous cell from this window.

Programming software codes on PCI systems

UTAM has been appointed by the FCC to be responsible for coordinating and verifying the installation or relocation of personal wireless communication devices operating between 1.92 GHz and 1.93 GHz. This allows UTAM to monitor and control the level of wireless activity within this band for a specified geographical location.

To comply with this requirement, Meridian Companion and Companion 200 PCI systems use codes and credits to control user capacity and to ensure system location verification.

Obtaining codes for Radio and Portable Credits

Two types of codes are associated with a new system activation, each with a different function. Each 24-digit code contains three parts and is unique to a System Security Number (SSN). The SSN is generated at system start-up. To obtain a code you need to provide the Companion ID, site zip code and SSN.

Portable Credits predefine the maximum number of portables that can be registered to the system. Systems can only register as many portables as there are available Portable Credits.

The UTAM Activation Code activates wireless capability on a new system and in system upgrades involving Base Stations. The system software considers each Base Station as two Radio Credits.

Entering Portable Credit Codes and UTAM Activation code

To activate wireless communication on a Companion PCI system, you must obtain and enter a Portable Credit Code and a UTAM Activation Code.

ATTENTION!

Ensure that you have the Companion ID. You need this number to obtain Activation Codes and Credits.

You can locate the Companion ID on the packing slip, on the labels packaged with the software cartridge and in your programming record.

Figure 15: Software Codes window

COMPANION - Software Codes

Help

System Security Number (SSN): 23110253

Code1-Code2-Code3

New Code:

Previously Entered Codes

Code1-Code2-Code3

60302381-44078452-80009068

30505321-15294762-58005276

70006310-82244148-07763746

Customer Information

System: C200A

Customer Name: Alderton Dairy Products

System Location: Alderton, AI

System ID: 0001234856

Apply Cancel

Ready 11/20/96 7:54:45 PM

Any codes that have already been entered appear in the Previously Entered Codes list box. During initial system setup, this box is empty.

ATTENTION!

Call Northern Telecom Customer Response Center at 1-800-321-2649 to obtain the necessary codes when initially installing wireless equipment or relocating wireless equipment. You will need to provide the Companion ID, site zip code and SSN.

Failure to receive approval prevents you from enabling wireless communication on a PCI system.

4. Enter the Portable Credit Code in the New Code box.
Note: You can change your entry before you click Apply.
5. Click Apply.

Note: You can check the Portable Credits Remaining field in the Portables window (see Figure 14 on page 48) to verify that the number of credits is equal to or greater than the number of portables you plan to register.

The total number of Portable Credits is initially equal to the number of available Portable Credits because you have not yet registered any of the portables. As you register each portable to the system, the number of available Portable Credits decreases by one.

If the total number of Radio Credits or Portable Credits is not enough for the system, you need to obtain a different UTAM Activation Code or an additional Portable Credit Code from your distributor.

6. Repeat steps 4 and 5 for additional Portable Credit Codes.
7. Enter the UTAM Activation Code in the New Code box.

Note: You can change your entry before you click Apply.

8. Click Apply. Applying a UTAM Activation Code automatically triggers a system reevaluation.

Note: After reevaluation has completed, you can check the Radio Credits Remaining field in the Mobility window (see Figure 12 on page 40) to verify that the number of credits is enough to support your system (two for each Base Station).

Portable telephones

Note 1: Portables are registered to a wireless terminal number (WTN) on a Meridian Companion system or to a wireless access line (WAL) on a Companion 200 system. In this document, the term “access line” refers to both WTN and WAL.

Note 2: Meridian Companion systems are configured with cards while Companion 200 systems are configured with modules. In this document, the term “card” refers to both cards and modules.

Portable registration is done using the portable. For registration instructions, refer to your installation and maintenance guide.

Note: You can deregister portables using Companion Manager both locally and remotely, but you must be within range of a system to register portables to it.

Before registering portables, you must enable registration in Companion Manager. The Portable Registration window, as shown in Figure 14, also lets you modify the Registration password that must be entered into each portable as part of the registration process.

Figure 14: Portable Registration window

COMPANION - Portable Registration

System LID: 6D2D

Registration Password: 085

☒ Allow Registration

Total Portables Registered: 103

Portable Credits Remaining 9 Of 112

Registration Status		
WAL	Status	Type
0201	Registered	C3050
0202	Not registered	
0203	Registered	C3050
0204	Registered	C3050
0205	Registered	C3050
0206	Registered	C3050
0207	Registered	C3050
0208	Registered	10, 49
0701	Registered	C3050
0702	Registered	C3050
0703	Registered	C3050
0704	Registered	0, 0

DeRegister Refresh

Customer Information

System: C200A

Customer Name: Alderton Dairy Products

System Location: Alderton, AI

System ID: 0001234856

Back Next

Save Cancel

Ready 9600 5/8/97 1:30:42 PM

To register a portable, assign it a number corresponding to an available line slot on the corresponding Companion Meridian line card. Ensure that a line is available by checking the Status column in the Registration Status list box.

- Not Registered means the line is available for portable registration.
- Registered means a portable is registered to the line and another portable cannot be registered on it. The portable must be deregistered to make the access line available.
- Portable type refers to the model of portable telephone. For example, Companion telephones may appear as "C3050". For non-Companion portables, the value is "MIC, Model". For example, a Matra telephone may appear as "25,2". For unregistered portables, the field is blank.

Registering portables

1. Type up to six digits in the Registration Password box to change the Registration password. Use this password when registering portables.
2. Click Allow Registration to enable registration.
3. Click Save. Return to the Portable Registration window.

You can now register portables. Refer to your installation and maintenance guide for portable registration instructions.
4. Click Refresh to update Registration Status when you have finished registering portables.
5. Click Allow Registration to disable registration.
6. Click Save.

Note: You should enable registration only when portables are being registered. To prevent unauthorized portables from being registered on your system, leave the Allow Registration box deselected when you are not registering portables.

Deregistering a portable

To register a portable on an access line that has another portable registered against it, you must first deregister the other portable from the access line.

You can deregister a portable from the portable or from Companion Manager. To deregister the access line using the portable, you must be in the coverage area. Refer to the portable deregistration instructions in your installation and maintenance guide.

Note: Deregistering the portable from Companion Manager does not clear registration data in the portable. To clear registration data from the portable, refer to the registration instructions for your portable telephone.

1. Select the portable's access line in the Registration Status list box.
Note: To deregister more than one portable, select the access line for each portable you want to deregister.
2. Click Deregister.
3. Click Refresh to confirm that the portables were deregistered from the access lines.
4. Click Save.

Programming service options

From the Program menu, select Portables, then Service Options (the Service Options window appears, as shown in Figure 15).

Figure 15: Meridian Service Options window

COMPANION - Service Options

Help

WTN	TRL Status	TRL Number
0200	Default DN	
0201	Default DN	
0202	None	
0203	User DN	6908
0204	User DN	8251
0205	None	
0206	None	
0207	None	
0208	Default DN	
0209	Default DN	
0210	Default DN	
0211	None	
0212	None	
0213	User DN	8805

System Default Number
7500

Customer Information

System: Meridian 1
 Customer Name: K.D.B. Automotive
 System Location: Wayne River, Oh
 System ID: 0000898765

Back Next
 Save Cancel

Ready 11/20/96 10:03:55 PM

Note: The Companion 200 Service Options main window is shown in Figure 16 on page 52.

Transfer on Radio Loss

If a portable telephone user moves beyond radio range or if the battery in the portable telephone becomes weak, the call may be dropped. To keep calls from terminating abruptly, program the system so that it transfers dropped calls to another number.

Note: There can be a delay of about 10 seconds between the time the link is lost and the time the call is transferred.

Portable users can determine how they want Companion Manager to handle a dropped call. They can

- terminate the call
- forward the call to another user specific number
- forward the call to a number that is the default for the system

Note: The PBX system must be configured for these Call Transfer options before portables can use them.

Double-click on the TRL Status field for that access line. Select Default DN, None, or User DN from the drop-down list box.

- Default DN assigns the number shown in the System Default Number box to the access line. If any access line is in Default DN mode, you must enter a default number (up to 16 digits) in the System Default Number box.
- None indicates that the call will be terminated upon radio loss.
- User DN indicates that call will be transferred to a specified number. If an access line is in User DN mode, the TRL Number field must contain the telephone number (up to 16 digits) where dropped calls are to be transferred.

Caller ID

Companion 200 CT2Plus and PCI system users can include caller identification information, either a name or a number, in the call setup information sent to the portable. If your host switch supports Incoming Caller Identification and you have CLASS Line Cartridges installed, you can program the Companion 200 system to display a caller's name or telephone number on the portable telephones. If you do not have Caller ID or do not wish to use it, you do not need to do any programming for this feature.

Note: Your host switch must support Incoming Caller Identification and you must have CLASS Line Cartridges installed to support Caller ID.

Double-click on the Caller ID field for that access line. Select Name or Number, as shown in Figure 16.

Figure 16: Companion 200 Caller ID selection window

WAL	TRL Status	TRL Number	Caller ID Status
0201	User DN	35044	Name
0202	Default DN		Name
0203	User DN	53924	Name
0204	Default DN		Name
0205	None		Name
0206	None		Name
0207	None		Name
0208	User DN	33553	Name
1401	None		Name
1402	None		None
1403	None		Number
1404	None		Name
1405	None		Name
1406	None		Name

System Default Number: 7500

Customer Information

System: C200A

Customer Name: Alderton Dairy Products

System Location: Alderton, AI

System ID: 0001234856

Buttons: Back, Next, Save, Cancel

Status: Ready

Date/Time: 11/20/96 8:03:50 PM

Programming the RAD

From the Program menu, select RAD.

Figure 17: RAD window

COMPANION - Remote Access Device (RAD) Help

Software Version: 06JEA03

RAD Connection

RAD Password: 12345 Answer/Alarm Line: External

Alarm Reporting

☒ Automatic Reporting Of Alarms

Alarm Monitoring Number 1: 18005551212

Alarm Monitoring Number 2: 4579

Number of Retries: 5

Time Between Retries: 15

Modem Baud Rate: 0300/4800

Parity: None

Customer Information

System: C200A

Customer Name: Alderton Dairy Products

System Location: Alderton, AI

System ID: 0001234856

Save Cancel

Ready 9600 5/8/97 1:36:14 PM

RAD Connection

Enter the RAD password (maximum ten characters).

If you have connected to the system using Quick Connect, you must record the password before you disconnect from the system because you will need the same password to reconnect later.

If you connected to the system using Start On-line Session, any change you make to the RAD password automatically updates the connection details for the system.

ATTENTION!

If the Companion system you are connected to is using the new FastRAD remote access device, the password you specify *must* be at least 8 characters. Anything less will not return an error, but will not be stored in the FastRAD. Subsequent attempts at reconnecting to the system will fail with an “Invalid RAD password” message.

To correct this problem if it occurs, reconnect using the old RAD password. Then change to a new password that meets the minimum length requirements.

Select the Answer/Alarm Line. For internal connections only use WAL 001. See Table 6 on page 56 for alarm reporting line number and the corresponding line for each system.

Note: Alarm reporting uses one of the internal Controller lines. Since the line is used for maintenance purposes, you may want to avoid registering a portable to that line.

RAD alarm reporting

The alarm reporting feature allows you to program the RAD to report alarms to the telephone number of a dedicated alarm center, such as a printer or terminal. Auto-report must be set to *on* to allow the different alarm features to be set.

ATTENTION!

If you are not using this feature, ensure Automatic Reporting Of Alarms is not selected. The alarm status is automatically cleared when the alarm reporting feature is turned on.

Configure how alarms are reported as follows:

- Select Automatic Reporting of Alarms to enable the feature.
- Configure the Alarm Monitoring numbers, which are the destination DNs for the alarm reporting.

Note: If the site's PBX offers a calling party name display feature, you can program the first alarm reporting number to be the on-site administrator's wireline set and/or portable telephone number. If their telephone rang and displayed something like "Companion Alarm", the administrator would have immediate knowledge of a problem rather than having to periodically check a printer or terminal.

- Select the number of times the RAD should try to report an alarm after a failed connection attempt by the internal modem.
- Select the time between retry attempt to make a connection.
- Select the baud rate to be used by the internal modem for alarm reporting.
 - The baud rate should match that of the alarm device's modem.
 - The default is 0300/4800 bps.
- Select the parity used by the internal modem for alarm reporting.
 - The parity should match that of the alarm device's modem.
 - The default is None.

Table 6: Alarm reporting line number and corresponding line for each system

Answer/ Alarm Reporting Line Number	Wireless Access Line (WAL), on Companion 200 systems	Wireless Terminal Number (WTN), on Meridian Companion systems
W A C 001	0201	xx00
W A C 002	0202	xx01
W A C 003	0203	xx02
W A C 004	0204	xx03
W A C 005	0205	xx04
W A C 006	0206	xx05
W A C 007	0207	xx06
W A C 008	0208	xx07
Note: xx is the CMCC card slot address.		

Managing reports

You can produce reports describing customer information, system parameters, system setup, portables, maintenance, and configuration. You can generate a report as an alternative to completing the programming record.

Note: You can generate reports to a file and/or print them on-line. You can view and print previously generated reports off-line.

Reports can be sent either to a file, a printer or both.

If you send the report to a printer, note the following:

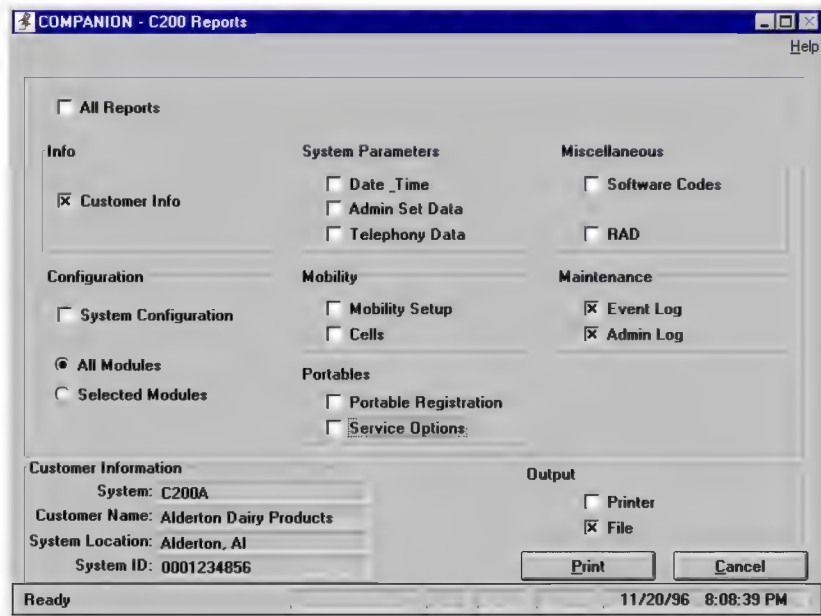
- If you are using a dot matrix printer with the generic printer driver, set the printer to compressed mode.
- Do not use the generic printer driver with a laser printer.
- Print your reports using portrait orientation.

Reports are saved as Windows Write[®] files with a .WRI extension. The default text is New Courier 8-point bold. Reports can be viewed, edited, and printed using Windows Write[®].

Generating a report

1. Select Generate Report from the Reports menu. The Reports window appears, as shown in Figure 20.

Figure 20: Reports window



2. Select the reports that you want to generate. All Reports generates all reports listed on the window, or you can select any combination of the following reports:
 - Customer Info gives site and site contact information as displayed on the Customer Directory.
 - Date & Time indicates the current date and time of the Companion system.
 - Admin Set Data provides the password and language information (if applicable).
 - Telephony Data shows telephony settings as displayed on the Telephony Data window.

- Software Codes shows the software codes that have been entered for a PCI system as displayed on the Software Codes window.
 - RAD shows RAD programming settings as displayed on the RAD window.
 - System Configuration displays information about system components. Run it for All Cards or for Currently Selected Cards.
 - Mobility Setup shows the system LID, antenna settings and radio configuration as displayed on the Mobility Data window.
 - Cells shows radio assignments and neighbor states for each cell as displayed on the Cells and Cell Details windows.
 - Event Log prints the Event log.
 - Admin Log prints the Administration log.
 - Portable Registration lists the registered access lines as displayed on the Portable Registration window.
 - Service Options indicates the radio loss forwarding number that has been defined for the system and the feature status for each portable as displayed on the Service Options window.
3. Select Printer, File or both, to specify where the report output goes. If you select File, a dialog box appears so you can indicate the file type, file name, and file directory and drive.
- The default file type is .WRI.
- The default file name is report.
- The default directory and drive are the default values defined in Preferences. See “Setting preferences” on page 14.
4. Click Print to generate the reports, or Cancel to cancel your report request.
- A dialog box appears when the report is complete.

Note: The length of time required to generate the reports is determined by the number and type of report requested, the data rate of the connection and the size of the system (number of cards and Base Stations).

If the report generation is taking too long, you can cancel your report request at any time.

Progress of the report is displayed in the Print Status dialog box.

Viewing a report

You can view reports while connected to a Companion system.

1. From the Reports menu, select View Report(s).
The Open Reports dialog box appears.
2. Select the report you want to view and click OK. The file opens.

Exception windows

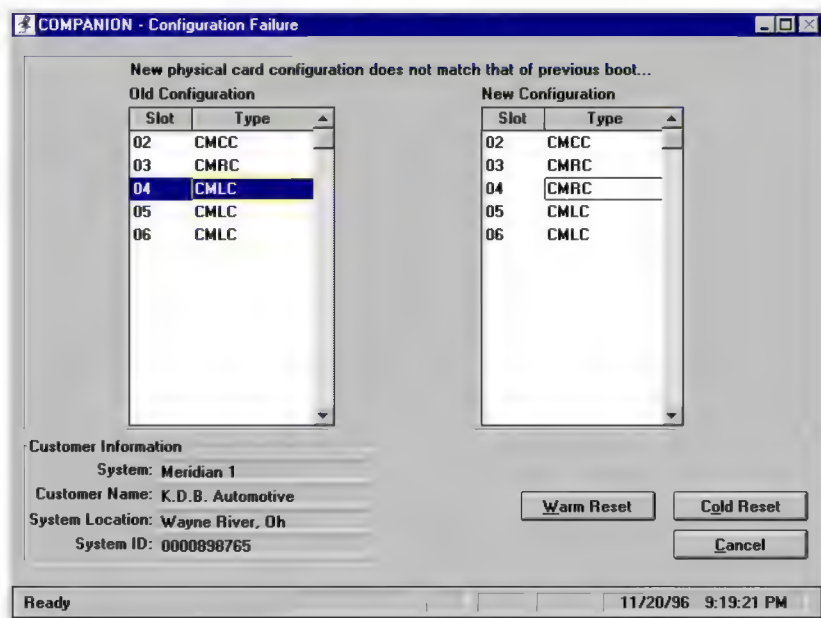
Configuration Failure and Configuration Warning windows may appear if a system is not properly configured. The windows display information about the failure or warning.

Note: When an exception window appears, the system is disabled and will not support any calls.

Configuration Failure window

The Configuration Failure window appears when cards have not been properly installed. For example, a CMRC has been replaced by a CMCC. You can compare the old and new card configurations (see Figure 18 on page 62), and perform *one* of the following:

- Click Cancel to disconnect and return to the Customer Directory window.
- Click Cold Reset to reset the system and erase all programming. When the system has been initialized the new configuration is made valid.
- Restore the cards to the old configuration and click Warm Reset. Companion Manager is reset to the Customer Directory window.

Figure 18: Configuration Failure window

Configuration Warning window

Note: The Configuration Warning window only appears on Meridian Companion systems.

The Configuration Warning window appears when cards on the IPE shelf have been shifted but the order has remained intact. You can compare the old and new card configurations, and perform *one* of the following:

- Click Cancel to return to the Customer Directory window
- Click Cold Reset to reset the system and erase all programming
- Reprogram the M1 to reflect the new position and press Resume. The system will be reset to the new configuration and the old configuration will be discarded.

Note: Resume is the appropriate choice if you have added or moved cards in the correct order, and properly reprogrammed the M1.

Basic off-line operations

Off-line operations

Off-line operations are divided into two types: basic and enhanced. Basic operations are those usually performed by customers using Companion Manager with a single system. Enhanced operations are used along with basic operations by distributors using Companion Manager with a database of systems. (If your site has more than one system, you can use Companion Manager like a distributor.)

Basic off-line operations

- creating and modifying customer system details
- modifying connection details that are used by your modem to connect to the system
- backup and restore

Adding a customer system to the Customer Directory

1. From the Edit menu, select Add System.
2. Enter information about the customer system in the Add System window.

Note: System ID, Type of System, and Software Version are mandatory fields and cannot be changed after the customer system has been added to the Customer Directory. Other fields can be left blank or can be completed after the system has been added to the Customer Directory.

- System ID is a unique ten-character identifier (letters or numbers) that you assign to the system for your identification purposes. To ensure that the System ID is unique, you may want to use the customer's telephone number. (For PCI systems it is recommended that you use the Companion ID.)
- Customer Name is a company or organization name (maximum 33 characters).
- System Location is the specific location of the system (maximum 26 characters).
- Address is the company or organization's business address. This box accepts up to three lines and a maximum of 103 characters.
- Contact is the name of the site administrator who manages the Companion system (maximum 30 characters).
- Telephone Number box can accept up to 16 digits. Enter the number of the contact person.
- Install Date shows the system installation date and time. The date and time must include exactly 12 digits (for example, March is represented as 03).
- Type of System has a drop-down list box from which you can select the type of system you are adding. Choices are Companion 200 or Meridian Companion.

- Software Version is a drop-down list box from which you can select the version of the system software. For example, DR2 or DR3.
 - Note is a dialog box where you can add miscellaneous information about the system. The maximum number of characters is 130.
3. Click Save to add the customer system dataset to the Customer Directory.

System details

The System Details window lets you modify customer-specific data associated with a system shown in the Systems list box in the Customer Directory window. The System Details window allows you to modify the information that does not relate to the connection.

1. Select a system in the Customer Directory window.
2. From the Edit menu, select System Details.
3. View information in the System ID, Type of system, and Software version fields. Modify the other fields as required.
4. Click Save to return to the Customer Directory window.

Connection details

When you add a customer system to the Customer Directory, the Connection Details window appears with the System ID above the first box. This window allows you to modify the connection parameters associated with a particular system.

You can also modify existing system information by selecting Connection Details from the Edit menu of the Customer Directory.

1. Change or enter information in the following fields:
 - Connect Type can be Direct, Operator Assisted or Remote. The default is Direct. Remote means that modems are connected. Direct means that the PC COM port is connected directly to the RAD. Operator assisted means that modems are involved but that you need to have someone transfer your call to the RAD number.

- The Baud rate is the rate that your local modem runs data connections. The default Baud rate is set to 9600.

Note: Your modem may downgrade the Baud rate to equal the rate of the modem at the far end. For example, if your Baud rate is set to 9600, and the far end modem Baud rate is set to 2400, your modem's Baud rate will change automatically to 2400. Therefore, it is recommended that you set your Baud rate to 9600.

- Site Phone Number is the telephone number Companion Manager uses to contact the RAD. You can only enter numbers, up to a maximum of 16 digits.
- RAD Password is the password Companion Manager uses with the RAD. You can enter up to ten letters or numbers.
- Remote Time Difference shows the difference in hours between the PC and the Companion system if the system is offsite. The time difference is added to the PC time for any backups or restores scheduled for the customer. For example, if you are running Companion Manager in an Eastern time zone, and the system you are administering is in the Pacific time zone, the Remote Time Difference is three.

2. Click Save to return to the Customer Directory window.

The system you added appears in the Systems list box in the Customer Directory window.

Backup and restore

Companion Manager provides backup and restore features to protect data in Companion systems. Backup stores a copy of all programmed data in a system. Restore reprograms a system with data that has been previously backed up. You should back up customer systems regularly to prevent loss of information in case programming is lost, the Controller fails or there is a prolonged power failure (greater than 72 hours).

When running a backup or restore job, Companion Manager is dedicated to the backup or restore. Backups can run at any time. The amount of time required

for a backup or restore depends on the size and configuration of the system and the baud rate.

This section explains the basic backup and restore features of Companion Manager. For more information see “Managing jobs” on page 75.

Running an immediate backup

Figure 22: Run/Submit Job window

COMPANION Manager - Run/Submit Job

Current Selections

Job Queue: Local

System: C200A
Customer Name: Alderton Dairy Products
Location: Alderton, AI
System ID: 0001234856

Date & Time

Date (yyyy/mm/dd) Time [hh:mm] 1997/05/08 13:38

Job

Job Type: Backup

Repeat Every: Two weeks

☒ Save Archive

Connection

Site Telephone Number: 44132

Baud Rate: 9600

Connect Type: Remote

Notes

Switch to monthly backups after May 1997

Run Now Submit Cancel

Ready Offline 5/8/97 1:38:57 PM

1. Select the system in the Customer Directory window.
2. From the Jobs menu, select Run/Submit.
3. Click Run Now to run the job immediately.

Note: Backups may affect system performance.

The Warning dialog box appears followed by the Backup status window.

Note: The system does not drop its connection during a backup.

If the modem call is operator assisted, follow the instructions that appear in the dialog box.

A series of progress messages appear on the Backup status window.

Note: The backup can be stopped at any time by clicking Stop Current Job.

When the backup is complete the system returns to the Customer Directory window, the backup date and time are updated on the Customer Directory window and a record of the backup is entered into the Job Queue (see “Job Queue window” on page 77).

Restoring a system dataset

Before attempting a restore, make a connection to the system to make sure that it is the correct system and to confirm that it is ready to be restored.

For PCI systems, before you attempt to restore a system, contact the Northern Telecom Customer Response Center (1-800-321-2649) to obtain a regression code. Enter the new code in the Software Codes window, then disconnect from the system. Perform the restore and disconnect from the system.

Reconnect to the system and confirm that the system is operational.

Note: You cannot stop a restore once it is in progress.

You can restore a previously backed-up system dataset from your database.

1. In the Customer Directory window, select Run/Submit from the Jobs menu.

The Run/Submit Job window appears.

2. Specify job parameters as follows:
 - Select Restore from the Job Type drop-down list box.
 - Select Do not repeat (the default) in the Repeat Every drop-down list box.

3. Click Run Now to run the job immediately.

The system warns you that a cold start will occur.

If the modem call is operator assisted, follow the instructions that appear in the dialog box.

A connection is made. The system compares the selected system with the system that is to be restored. Then the system does a cold start and disconnects.

The Restore Status window remains static after the data connection drops, while the Controller does a system cold reset.

The Restore Status window displays a progress bar after the data connection drops, while the Controller does a system cold reset.

The system connects again and the Connection Status window appears.

The system is disabled. The data restore begins.

After the data restore is complete, the system reenables, does a warm reset and returns the Customer Directory window.

Note: The length of time of the restore depends on the system size.

After a restore:

- A record of the restore is entered into the Job Queue (see “Job Queue window” on page 77).
- You must log into the system and activate the system by running a ReEvaluation.

Enhanced off-line operations

Enhanced operations are used along with basic operations by distributors using Companion Manager with a database of systems. (If your site has more than one system, you can use Companion Manager like a distributor.)

Enhanced off-line operations

- remote access to customer systems
- managing customer systems
- managing the job queue
- managing reports
- LAN operations

Remote access to a customer system

The local modem automatically adjusts to the data rate setting used by the modem at the remote site. See “Connection details” on page 65 for more information.

If the remote site does not have a direct inward dial (DID) line to the RAD, you must make an operator assisted connection. From the Connection Details screen, select Connection Type: Operator Assisted. Follow the instructions in the information windows when you connect to the system.

Note 1: The PC modem must have telephone capability.

Note 2: You cannot perform scheduled backups at a site with Connection Type set to Operator Assisted.

Managing customer systems

Customer database location

Whether you locate your customer database on a local PC or on a LAN server it is important to make sure that your customer database is included in regular backups. If your customer database is not part of a regular backup program, and your PC or LAN server hard disk fails, all customer database information will be lost.

If you are locating the customer database on a local PC ensure that regular backups of the PC occur.

Changing the database path

You can organize your customer information into as many databases as you require. For instance, you can arrange databases by user function (hospital, school, high tech) or by location (coastal, mountain, central). The Customer Path field shows the directory that contains the database information.

1. In the Customer Directory window, from the File menu, select Change Customer Database Path.
2. Enter the new pathname in the Database Path dialog box. The maximum length for the full pathname of the database directory is 39 characters.
3. Click Change.

The Customer Directory displays the new pathname.

Note: This change is only valid for the current session.

Permanently changing the default path for a customer system

1. In the Customer Directory window, select Preferences.
2. Enter the new customer database path in the Default Customer Path field and click Save.

Defining system ids

The system id uniquely identifies a Companion system in the customer database. It is best to use a number that will be easy for you to remember. For example, if you are in the PCI market, use your Companion ID as the system id.

Deleting system datasets

1. In the Customer Directory window, select a system (or systems) by highlighting it in the Systems list box.
2. From the File menu, select Delete System(s).
3. Click OK in the Delete System(s) dialog box.

Copying system datasets

You can copy one or more system datasets from the current directory to a different directory.

1. Select a system (or systems) in the Customer Directory window.
2. From the File menu, select Copy System(s).
3. Enter the destination filename in the Destination Path field.

Note: If the directory does not already exist, it is automatically created (for one level only).

4. Click Copy.

The Status field indicates the status of the copy operation.

Moving system datasets

To move system datasets, copy the system dataset, then delete the original.

Note: When you delete a system dataset it erases all associated jobs in the queue. If you want to preserve the queue, change the job queue name before deleting the dataset. See “Managing the job queue” on page 80.

Managing reports

You can produce reports describing customer information, system parameters, system setup, portables, maintenance, and configuration. You can generate a report as an alternative to completing the programming record.

Note: You can generate reports to a file and/or print them on-line. You can view and print previously generated reports off-line.

Reports can be sent either to a file, a printer or both.

If you send the report to a printer, note the following:

- If you are using a dot matrix printer with the generic printer driver, set the printer to compressed mode.
- Do not use the generic printer driver with a laser printer.
- Print your reports using portrait orientation.

Reports are saved as Windows Write[®] files with a .WRI extension. The default text is New Courier 8-point bold. Reports can be viewed, edited, and printed using Windows Write[®].

Viewing a report

You can view reports when you are not connected to a Companion system.

1. From the File menu, select View Report(s).
The Open Reports dialog box appears.
2. Select the report you want to view and click OK. The file opens.

Deleting reports

1. From the File menu, select Delete Report(s).
The Open Reports dialog box appears.
2. Select the report(s) you want to delete and click OK. The file is deleted after confirmation.

Managing jobs

Companion Manager has backup, restore and system checkup features. Backup stores a copy of all programmed data in a system. Restore reprograms a system with data that has been previously backed up. You should back up customer systems regularly to prevent loss of information in case programming is lost, the Controller fails or there is a prolonged power failure (greater than 72 hours).

If you are managing multiple customers, run jobs during the customer's off-peak hours. The time required for a backup or restore depends on the size and configuration of the system and the baud rate.

If a backup fails because of a connection error, try to make a manual connection.

Using the System Checkup feature, you can access a Companion system, generate a report with Event and Admin logs, clear the logs and view this report when disconnected from the system. To save time you can set the System Checkup job during customer off-peak hours and view reports later without connecting to the system.

Restoring a remote system

Before attempting to restore a remote system, confirm that the system is configured correctly. Connect to the system and confirm that the information in the database is accurate for the site. Exit the system and run the restore job.

For PCI systems, before you attempt to restore a system, contact the Northern Telecom Customer Response Center (1-800-321-2649) to obtain a regression code. Enter the new code in the Software Codes window, then disconnect from the system. Run the restore job and disconnect from the system. Reconnect to the system, then confirm that the system is operational.

After you have completed the restore of a remote system, connect to the system to confirm that the restore was successful. To activate the system, do a ReEvaluation.

Scheduling backups

Note: Companion Manager uses the PC clock to begin the job. If the job is running offsite in a different time zone, make sure that it does not run during working hours at that site.

1. Select a system in the Customer Directory window.
2. From the Jobs menu, select Run/Submit.
3. You can change the values in the following fields in the Run/Submit Job window:
 - Date & time: the date and time for the backup (slashes and colons are entered automatically)
 - Job Type: Backup is the default.
 - Repeat Every: If you want to repeat the backup job at a regular interval, select from the drop-down list box—Day (same time daily), Week (same day and time weekly), Two weeks (same day and time biweekly), or Month (same date and time monthly). If you do not want to repeat the job, select Do Not Repeat.
 - Save Archive: If selected, the most recent dataset backup is stored in an archive. If not selected, the next backup overwrites the previous backup. If you save your archives, you can undo backups as described in “Undoing a system backup” on page 81.
 - In the Notes box, enter any miscellaneous backup information.
4. Click Submit to place the backup job in the job queue, or click Run Now to run the job immediately. The Customer Directory window appears.

Note: Backups may affect system performance.

The Warning dialog box appears followed by the Backup status window.

If the modem call is operator assisted, follow the instructions that appear in the dialog box.

A series of progress messages appear on the Backup status window.

Note: The backup can be stopped at any time by clicking Stop Current Job.

When the backup is complete the system returns to the Customer Directory window, the backup date and time are updated on the Customer Directory window and a record of the backup is entered into the Job Queue (see “Job Queue window” on page 77).

Scheduling system checkups

1. Select a system in the Customer Directory window.
2. From the Jobs menu, select Run/Submit.
3. You can change the values of the fields in the Run/Submit Job window.
4. Click Submit to place the system checkup in the job queue, or click Run Now to start the system checkup. The Customer Directory window appears.

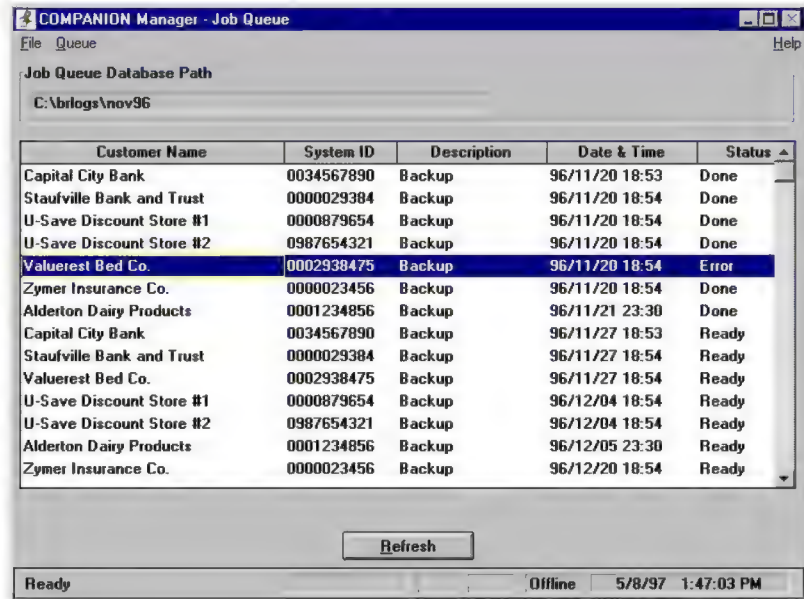
When a System Checkup is running Companion Manager automatically connects to the system and generates a report with Customer Info, Event Log, and Admin Log selected. The report file name is in the format SCyymmdd.WRI.

When the report is finished, the Event and Alarm logs are cleared and Companion Manager disconnects from the system.

5. Click View Report to open SCyymmdd.WRI.

Job Queue window

The Job Queue window, as shown in Figure 23, allows you to view the status of submitted jobs, edit jobs, run jobs, copy jobs, delete jobs and change the job database path. You can access the Job Queue window by selecting Queue from the Jobs menu in the Customer Directory window.

Figure 23: Job Queue window

The Job Queue list includes all completed and scheduled jobs, showing customer name, System ID, job description (Backup, Restore or System Checkup), date and time, and status (Ready, Running, Done, Error, Alarm, Cancelled or Viewed).

Completed jobs are not deleted from the queue automatically. The queue can include up to 8,500 jobs. Jobs that are scheduled to run repeatedly have multiple entries in the queue, one for each completed job, and one for the next scheduled job. You can check if a previous job was completed successfully and see when the job will run again. For more information, see “Managing the job queue” on page 80.

Starting or stopping the queue

To activate the job queue, select Start Queue from the Queue menu.

The status bar at the bottom of the window will show the job queue status.

If there are no jobs requiring processing immediately, the queue automatically refreshes itself every minute. The queue automatically stops if there are no remaining jobs in the ready state.

To manually stop a queue that still has scheduled jobs select Stop from the Queue menu.

Menu	Item	Used to...
File	Resubmit Job	resubmit a job in the queue
	Run Job	submit a job to the queue
	Edit Job	edit the job
	Copy Job(s)	copy selected job(s) in any state to another or a new queue database Note: The path is created if it does not already exist (to one level only).
	Delete Job(s)	delete selected job(s) in any state
	View Job Status	view the status of a job
	Change Job Queue Database Path	change to another or a new queue database Note: If a new path is specified, a dialog box is presented to confirm its creation.
	Exit	exit this window
Queue	Start	start the queue immediately
	Stop	stop the queue immediately

Checking job status

To view Job Status, select View Job Status from the File menu in the Job Queue window, or by double-clicking any job in the queue. Job status values are Done, Ready, Error, Alarm, Cancelled, or Viewed. See Figure 23 on page 78.

If there is a modem problem at the near end, queue operations are suspended. The Status is set to Error, and the Details field on the Job Status window displays one of these messages:

- No dial tone
- Modem timed out

If there is a modem problem at the far end, queue operations continue. The Status is set to Error, and the Details field on the Job Status window displays one of these messages:

- no carrier detected
- number busy
- Companion system not responding
- on-line connection lost

The Status is set to Cancelled if a job is manually aborted while it is in progress.

To check the status of a job, select View Job Status from the File menu in the Job Queue window. You can click Retry in the Job Status dialog box if the job did not run successfully. Contact your field support representative if the job continues to not run properly.

View Report is only available when the job type is System Checkup and a report file has been generated. The job status changes to Viewed after the report file has been opened.

Managing the job queue

If you are running regular backups or system checkup jobs, the job queue will become large. You may want to organize the job queue into folders so that you can easily navigate around your most current records.

For example, use the month and year as the default directory (for example, you can use `mmm_yy` as the pathname) where you store your job queue records. See “Setting preferences” on page 14 to change the default directory. This allows you to easily manage your job queue records by month and year.

On a monthly basis create a new directory, change the preferences so that the new directory is the default directory, and retain the old directory as an archive of your job activity.

1. Copy all scheduled jobs from your current directory (see “Scheduling backups” on page 76) to a new directory.

For example, select all scheduled jobs from the directory `NOV_96` and copy them to the directory `DEC_96`. The copy process creates the new directory `DEC_96`. After the copy operation is complete, delete the selected entries from `NOV_96`.

2. Change your default Job Queue Path name to the new directory.(see “Setting preferences” on page 14).

Changing the job queue database path

You can change the job queue database path from the Job Queue window. The change applies only to the current Companion Manager session.

Undoing a system backup

If you archived a system dataset (Save Archive was selected when you did the last backup), you can replace the current system backup with the archived dataset.

Note: Only information on the PC changes when you undo the last backup. The Companion system is not effected.

1. Select the system on the Customer Directory window.
2. From the Jobs menu in the Customer Directory window, select Undo Last Backup.

The previous dataset is restored. The backup date in the Customer Directory will now reflect the previous backup job.

Editing a scheduled job

You can modify parameters that define a previously scheduled job in the Edit Job window. For a description of the fields on this window see page 76.

1. In the Customer Directory window, select Queue from the Jobs menu.
The Job Queue window appears. It shows the customer names, System ID, descriptions, dates and times, and status of all scheduled jobs.
2. Select the job you want to edit. You can only select jobs that are in the Ready state.
3. Select Edit Job from the File menu.
4. You can change the values in the following fields:
 - Date & Time
 - Job Type
 - Repeat Every
 - Save Archive (for backups only)
 - Notes
5. Click Save to return to the Job Queue window.

Deleting jobs

1. In the Customer Directory window, select Queue from the Job menu.
2. Select the job(s) you want to delete.
3. Select Delete Job(s) from the File menu in the Job Queue window.

Running individual jobs from the queue

You can run a job in the queue before its schedule time.

1. In the Customer Directory window, select Queue from the Jobs menu.
2. Select the job you want to run.
3. Select Run Job from the File menu in the Job Queue window.

LAN functionality

You can use Companion Manager on a LAN, maintaining your database on a fileserver and accessing the database from several PCs. The PCs can be dedicated either to interactive system functions or to running the job queue (since a PC is unavailable for other functions while running a queue).

Note: If a customer dataset file is in use on one PC and another PC attempts to access the same file, a message stating that the file is in use is sent to the second PC.

When Companion Manager is on a LAN, and several PCs have access to Companion Manager, changes may be made to the system that may not immediately be reflected on an open Companion Manager session. The Refresh button on the Customer Directory window refreshes the system information to reflect any changes or additions made since the window was opened.

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